Customer Service Report for DCOB
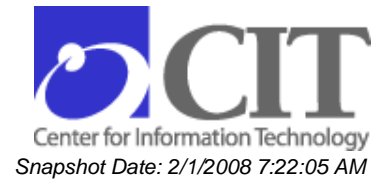
For the period: Tuesday, January 01, 2008 12:00:00 AM to Thursday, January 31, 2008 11:59:59 PM

Snapshot Date: 2/1/2008 7:22:05 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
Accounts											
Access/Login	0	2	0	0	0	0	0	2	0	0	8
ASR											
Colocation-ON	0	0	0	8	0	4	0	0	4	0	0
Other	0	0	0	6	0	4	0	0	2	0	0
NIH Data Center											
Aperture Vista	0	25	0	3	0	10	0	0	18	0	0
NIH Services											
Other	0	0	0	2	0	0	0	0	2	0	0
Grand Total:	**0**	**27**	**0**	**19**	**0**	**18**	**0**	**2**	**26**	**0**	**0**

Total Tickets Closed: 28

Total Tickets Assigned/Pending/Checked Out: 18

Total Tickets Created: 46